

jamf | PRO

Jamf Pro Administrator's Guide

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Screen Sharing

Screen sharing allows you to remotely view and control the screen of another computer. You can allow the end user to see the screen sharing session, or you can hide the screen sharing session so that the user is not interrupted.

Requirements

To initiate screen sharing from Jamf Remote, you need to do the following:

- Enable remote management by having users select the **Screen Sharing** checkbox in System Preferences.

Note: Because of increased user data protections with macOS 10.14 or later, you cannot enable remote management remotely using the SSH protocol.

- Ensure the computer running Jamf Remote and the computer being remotely managed are on the same network.

How Screen Sharing Works

Jamf Pro uses the management account to screen share with Jamf Remote. When a screen sharing session is initiated from Jamf Remote, the following steps are performed to start the screen sharing session:

1. Jamf Remote creates an SSH connection to the target computer.
2. Jamf Remote checks the target computer for the most current version of the jamf binary. If the jamf binary is out of date or missing, Jamf

Remote installs the most current version over SCP or HTTP, depending on the way the Jamf Remote preferences are configured.

3. Jamf Remote checks the target computer for the following file and verifies that it contains the correct information:
`/Library/Preferences/com.jamfsoftware.jss.plist`
If the file does not exist or contains incorrect information, Jamf Remote automatically creates or overwrites the file.
4. The jamf binary checks if the Jamf Pro user who initiated the screen sharing session has the "Screen Share with Remote Computers" and "Screen Share with Remote Computers without Asking" privilege.
5. If the Jamf Pro user does not have the "Screen Share with Remote Computers without Asking" privilege, the end user is prompted to allow the screen sharing session to take place.
6. Jamf Pro logs the connection.
7. On the target computer, Jamf Remote starts the Screen Sharing service that is built into macOS.
8. On the target computer, Jamf Remote creates a temporary account with limited privileges and uses it for the screen sharing session.

When the Screen Sharing window is closed, Jamf Remote deletes the temporary account, stops the Screen Sharing service, and logs out of the SSH connection. If the SSH connection is terminated unexpectedly, a launch daemon deletes the temporary account and stops the Screen Sharing service within 60 seconds of the SSH connection being terminated.

Requirements


To share the screen of another computer, you need the following:

- A management account (For more information on the management account, see [Computer](#))

Enrollment Methods.)

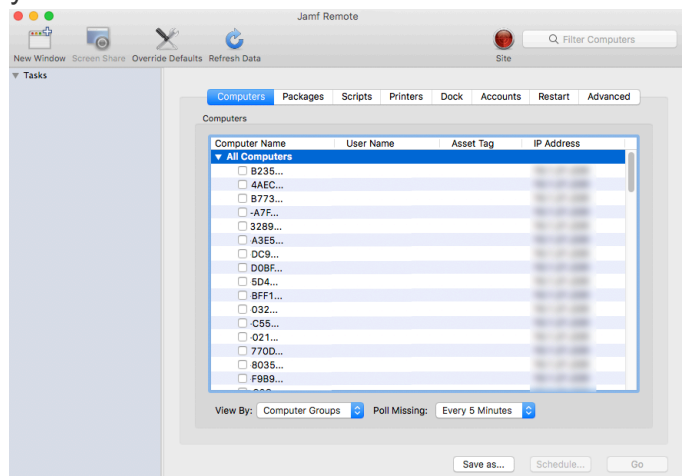
- SSH (Remote Login) enabled on the target computer
- (macOS 10.10 or later only) Screen Sharing enabled on the computer


Sharing the Screen of Another Computer

1. Open Jamf Remote and authenticate to the Jamf Pro server.
2. Click **Site**  and choose a site.
This determines which items are available in Jamf Remote.

Note: This button is only displayed if you have a site configured in Jamf Pro and are logged in with a Jamf Pro user account that has full access or access to multiple sites.

3. In the list of computers, select the computer that you want to screen share with.



4. Click **Screen Share** .
5. When prompted, choose a screen sharing option:
 - To allow the end user to see the screen sharing session, choose "Share Display" (macOS 10.8 or later) or "Ask to share the display" (macOS 10.7).
 - To hide the screen sharing session, choose

"Log In" (macOS 10.8 or later) or "Connect to a virtual display" (macOS 10.7).

If you do not have the "Screen Share Remote Computers Without Asking" privilege, the end user is prompted to allow the screen sharing session to take place.



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